



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Racine Correctional Institution

Date: June 26, 2023

To: RCI Staff, Persons In Our Care (PIOC) & Visitors

From: Patrick Melman, Deputy Warden

RE: In-person/Video Visitation

Effective July 3rd, RCI will implement changes to our in-person & video visit schedules. RCI will begin using ICSolutions (ICS) to schedule in person visits and video visits, beginning with visits on July 17th. Zoom Visits will be discontinued as of July 17th. To visit in person or by video, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Visitors will need to follow the directions provided with the visiting list and on the ICS website www.icsolutions.com.

PIOC must provide friends/family with the unique Party ID listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. Visiting lists and directions on how to create an account have been delivered to all PIOC. Any issues with Party IDs can be directed to DOCDAlElectronicVisitSupport@wisconsin.gov. RCI staff cannot help with Party ID questions.

In an effort to ensure opportunity for all, RCI will continue to attempt to honor up to two visits for each PIOC each week. Each video visit will be limited to 25 minutes in length and in-person visits will be limited to 1.5 hours in length on Saturday and 2.5 hours on weekdays that visiting is scheduled. All visits must be scheduled at least 3 days in advance. RCI will evaluate this process as we move forward to determine if time & space will allow for more visit opportunities.

For the first 6 months of implementation, each PIOC is eligible for one free 25-minute video visit per week. Additional visits are available at the cost of \$2.50 per visit, up to 12 paid visits per month for a total of 16 visits per month. Video visits are limited to 1 per day. Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the visit and anytime during the call when asked by staff. This entire process is consistent with all other DAI facilities.

ICS Video Visiting Hours

General Population

- 8:00 am-11:00 am
- 1:00 pm-4:00 pm
- 6:00 pm -9:00 pm

Restrictive Housing Unit Video Visiting Hours

- 2:00 pm-4:00 pm
- 6:00 pm -9:00 pm

In Person Visit Schedule

General Population Visiting Hours

Monday, Tuesday, & Thursday: 8:00 am-2:00 pm

Saturday: 8:00 am-7:00 pm

Restrictive Housing & No Contact Visiting Hours

Monday, Tuesday, & Thursday: 8:00 am-11:30 am

Saturday: 8:00 am-4:00 pm

Procedure

1. **DAI Policy #309.06.01** – Visiting is to be adhered to at all times. In-Person and video visits will be terminated immediately if there is suspicion of illegal activities or any behavior that would be deemed inappropriate, or any behavior that is outlined as unacceptable in accordance with DAI Policy.
2. Visitors must have previously completed a Visitor Questionnaire (DOC-21AA) and be on your approved visiting list. Up to eight (5) approved visitors will be allowed per video visit. At least one (1) visitor must be an adult. Prior to the video visit starting the visitor/s will be required to show an approved form of identification. Children or minors will be allowed to visit as long as they are already on the approved visiting list.
3. Eligibility will be determined based upon the current status of the PIOC to include disciplinary status restrictions in accordance to WIDOC 303.
4. PIOC are responsible for contacting proposed visitors and providing them with the information how to schedule in-person and/or video visits.
5. Visits are scheduled on a first come first serve basis as space is limited. Visitors cannot schedule a visit more than four weeks in advance.
6. Special Visits must be scheduled through the institution. Extended visits are not allowed at this time.
7. It is your responsibility to ensure you arrive on time for your visit.
8. Due to scheduling limitations, visits will not be rescheduled due to tardiness by the visitor or the PIOC. Visitors should arrive no more than 30 minutes

9. prior to the scheduled start time of visit to allow time for processing. Visitors arriving 15 minutes or later to scheduled start time of visit will not be permitted to visit.
10. PIOC's are required to wear a full state issued uniform with a state issued ID on the most outer top visible for staff to view at all times. Green tops must be tucked into green bottoms. Removal of outer layers will not be allowed in the visiting room area. Masks are optional.
11. Food may be purchased; however, absolutely no sharing of food or drinks between visitors and PIOC will be allowed.
11. PIOC may briefly embrace and briefly kiss visitors at the beginning and end of each visit. Excessive displays of affection are not permitted.
12. Photographs will be permitted through the Visit Room photographer. Photos will be provided to the PIOC when they return to the housing unit. Photos will be provided to the visitor when they return to the Lobby.
13. ICS video visits will be ended if PIOC are being shown alternative forms of media during a video visit. Examples include but are not limited to movies, Facetime calls from other parties and/or social media sites.